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ABSTRACT

This document discusses the performance indicators set forth by Jamestown Community College in 2002 in order to assess the effectiveness of the school in specified areas. The document begins with an overview of the vision and mission statement of the school. The mission statement is closely related to the indicators that are discussed in the document. The five strategic goals of the college are the following: (1) increasing student enrollment by providing programs, services, activities, etc.; (2) increasing the commitment to excellence by assessing programs, support services, campus climate, etc.; (3) strengthening commitment to excellence by valuing communication, trust, respect, and collegiality; (4) facilitating student learning; and (5) creating mutually beneficial relationships with the community. Indicators are divided into the following eight broad categories: (1) credit student enrollment/retention; (2) instruction; (3) effectiveness of college experience; (4) credit student post graduation satisfaction and success; (5) satisfaction with services, environment and climate, and facilities; (6) effective resource management; (7) supportive learning environment; and (8) non credit continuing education. For each individual indicator, the document provides the standards set for the school the previous year, the results, and an interpretation section that explains whether the school met the standard or failed to do so. Contains numerous tables. (MZ)

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Performance Indicators

for

Jamestown Community College

February 7, 2002

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Assessing Institutional Effectiveness

Prepared by the Assessment Review Team

Denise Burbey, Kathy Welch, Laurie Vorp, Zoe Fellows, Gary Winger, Dave Seguin, and Larry Sorokes

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VISION, MISSION, and BELIEFS

The vision, mission, and beliefs of the college are:

VISION

Jamestown Community College will be a comprehensive, regional community college: an institution which responds to the communities' changing educational needs and provides leadership and services to promote community vitality.

MISSION

Jamestown Community College is a comprehensive, open access, community-centered educational institution which meets the service area's learning needs in diverse ways, including liberal arts transfer degree programs, career programs, community service, developmental education, and business and industry training. The college's partnership with the greater community contributes to the social and intellectual improvement, economic development, and cultural enrichment of western New York State and northwestern Pennsylvania.

STATEMENT OF BELIEFS

The college community is committed to student learning and to the promotion of the college, its mission, and the welfare of our communities:

- We believe students and other consumers of college services are the first priority in all we do.
- We believe the entire college community is responsible for enriching lives by creating an atmosphere dedicated to lifelong learning and intellectual inquiry and for promoting communication, collaboration, and greater understanding of our pluralistic society and the world in which we live.
- We believe we share responsibility for the well-being of our college and must play a role, in partnership with other community agencies, in fostering the economic, social, and cultural well-being of our community.

THE STRATEGIC GOALS OF THE COLLEGE

1. **Increase student enrollment by providing programs, services, activities, and facilities in response to community needs.**
2. **Strengthen our commitment to excellence through the development and assessment of quality programs, support services, campus climate, and professional growth.**
3. **Strengthen commitment to excellence by creating a campus environment that values communication, trust, respect, and collegiality.**
4. **Facilitate student learning though supportive learning environments, flexible teaching strategies, and alternative delivery systems.**
5. **Strengthen and develop mutually beneficial collaborations and partnerships with the greater college community.**

The following performance indicators are intended to reflect the vision, mission, and beliefs of the college and are offered for the express purpose of measuring how well we are achieving our mission. The performance indicators are grouped according to the strategic goal they best measure. The comparative information is based upon the most recent year data available. The interpretation is based on the last year reported in the indicator.

Action plans will be referred to Administrative Council, which will designate an individual or individuals to develop an action plan to improve the overall institutional performance and to particularly address indicators for which the standard is not being met.

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GOALS, CATEGORIES, AND INDICATORS

Goal 1: Increase student enrollment by providing programs, services, activities, and facilities in response to community needs.

Category: Credit Student Enrollment/Retention
Indicators: High School Capture Rates by County
General Enrollment – Students
General Enrollment – FTE
New, Full-Time Enrollments
Fall-to-Fall Retention

Goal 2: Strengthen our commitment to excellence through the development and assessment of quality programs, support services, campus climate, and professional growth.

Category: Instruction
Indicators: Student/Faculty Ratios
Percent of Instruction Taught by Full-Time Faculty

Category: Effectiveness of College Experience
Indicators: Graduation Rates of First-Time, Full-Time Students
General Education Outcomes
Student Satisfaction with College Outcomes
Alumni Satisfaction with College Outcomes

Category: Credit Student Post-graduation Satisfaction and Success
Indicators: Graduate Employment/Continuing Education
Graduates Continuing Education
Graduate Persistence at a SUNY Senior Institution
Graduate Employment/Degree Related Occupation
Graduate Employment/Prepared for Occupation

Category: Satisfaction with Services, Environment/Climate, and Facilities
Indicators: Student Satisfaction with College Services
Student Satisfaction with College Environment/Climate
Student Satisfaction with College Facilities

Category: Effective Resource Management
Indicators: Net Operating Costs per FTE
Grant Revenues

Goal 3: Strengthen commitment to excellence by creating a campus environment that values communication, trust, respect, and collegiality.

Category: Campus Climate
Indicators: **Baseline data is being collected for these indicators**
Employee Satisfaction
Employee Length of Service

Goal 4: Facilitate student learning through supportive learning environments, flexible teaching strategies, and alternative delivery systems.

Category: Supportive Learning Environment

Indicators: Student/Computer Ratio - Baseline data is being collected for this indicator
Student Satisfaction with Learning Environment

Goal 5: Strengthen and develop mutually beneficial collaborations and partnerships with the greater college community.

Category: Non-credit Continuing Education

Indicators: Contract Training – Returning Employers
Individuals Returning for Additional Courses
Employer Satisfaction
Student Satisfaction

CREDIT STUDENT ENROLLMENT/RETENTION

INDICATOR: HIGH SCHOOL CAPTURE RATES BY COUNTY

I. STANDARD

One out of five (20% of) graduating seniors from our sponsorship area will enroll at JCC.

II. RESULTS

HIGH SCHOOL CAPTURE RATES BY COUNTY

Fall	Cattaraugus	Chautauqua	Total*
1997	11.2%	22.6%	18.1%
1998	11.6%	24.3%	19.0%
1999	11.4%	28.2%	21.3%
2000	12.2%	25.7%	20.2%
2001	14.0%	26.3%	21.2%

III. INTERPRETATION

JCC has achieved the standard.

Data Source: JCC Office of Recruitment

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CREDIT STUDENT ENROLLMENT/RETENTION

INDICATOR: GENERAL ENROLLMENT - STUDENTS

I. STANDARD

Fall census headcount will increase at least 2% per year.

II. RESULTS

ENROLLMENT CHANGES FROM PREVIOUS YEAR

Fall	Enrollment*	% Increase (Decrease)
1997	3,286	(1.7)
1998	3,366	2.4
1999	3,484	3.5
2000	3,440	(1.3)
2001	3,416	(0.7)

*These data exclude high school enrollments.

III. INTERPRETATION

JCC has not achieved the standard.

Data Source: JCC Office of Institutional Research

Rev. 01/28/02

CREDIT STUDENT ENROLLMENT/RETENTION

INDICATOR: GENERAL ENROLLMENT - FTE

I. STANDARD

Fall census FTE will increase at least 2% per year.

II. RESULTS

FTE CHANGES FROM PREVIOUS YEAR

Fall	FTE*	% Increase (Decrease)
1997	1,158	(0.9)
1998	1,199	3.5
1999	1,256	4.8
2000	1,228	(2.2)
2001	1,225	(0.2)

*These data exclude high school enrollments.

III. INTERPRETATION

JCC has not achieved the standard.

Data Source: JCC Office of Institutional Research

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CREDIT STUDENT ENROLLMENT/RETENTION

INDICATOR: NEW, FULL-TIME ENROLLMENTS

I. STANDARD

JCC will maintain the number of new, full-time enrollees.

II. RESULTS

NEW, FULL-TIME STUDENTS

Fall	Enrolled	% Increase (Decrease)
1997	695	(6.3%)
1998	778	11.94%
1999	881	13.23%
2000	813	(7.72%)
2001	789	(2.95)

III. INTERPRETATION

JCC has not achieved the standard.

Data Sources: JCC Office of Institutional Research
SUNY SDF File

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CREDIT STUDENT ENROLLMENT/RETENTION

INDICATOR: FALL-TO-FALL RETENTION

I. STANDARD

The first time, full-time, fall-to-fall (freshman to sophomore) retention rates will be at or above the national retention rate for two-year public colleges.

II. RESULTS

FALL-TO-FALL RETENTION RATES

Years	National Rate	JCC
1996-1997	52.6%	59.9%
1997-1998	52.3%	63.0%
1998-1999	52.5%	65.8%
1999-2000	52.3%	66.7%
2000-2001	51.8%	67.3%

III. INTERPRETATION

JCC has achieved the standard.

Data Sources: National Rate: ACT Institutional Data File 2001
JCC Office of Institutional Research

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INSTRUCTION

INDICATOR: STUDENT/FACULTY RATIO

I. STANDARD

JCC's student/faculty ratio will be within plus or minus 1 of the SUNY community college average.

II. RESULTS

STUDENT/FACULTY RATIO

Year	Standard	JCC
1995-1996	16.9	14.9
1996-1997	16.5	16.1
1997-1998	16.5	17.1
1998-1999	16.3	16.9
1999-2000	16.6	17.2

III. INTERPRETATION

JCC has achieved the standard.

Data Sources: SUNY Annual Report Summaries (1995/96 through 1999/00)
JCC Office of the Controller

Rev. 01/28/02

INSTRUCTION

INDICATOR: PERCENT OF INSTRUCTION TAUGHT BY FULL-TIME FACULTY

I. STANDARD

The percent of JCC's instruction taught by full-time faculty will be at or above the SUNY community college average.

II. RESULTS

PERCENT OF FULL-TIME INSTRUCTION

Year	SUNY C.C. Average	JCC*
1995-1996	55	61
1996-1997	56	55
1997-1998	51	54
1998-1999	51	54
1999-2000	51	53

* Excludes instruction in the high schools.

III. INTERPRETATION

JCC has achieved the standard.

Data Sources: SUNY Annual Report Summaries (1995/96 through 1999/00)
JCC Office of the Controller
JCC Office of Institutional Research

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EFFECTIVENESS OF COLLEGE EXPERIENCE

INDICATOR: GRADUATION RATES OF FIRST-TIME, FULL-TIME STUDENTS

I. STANDARDS

- JCC's graduation rates for first-time, full-time students will exceed the SUNY community college average rate.

II. RESULTS

Entering Student Cohort	Graduation Within Two Years		Graduation Within Three Years	
	SUNY C.C.'s	JCC	SUNY C.C.'s	JCC
Fall 1993 (as of Fall 96)	12.0%	19.4%	23.3%	32.5%
Fall 1994 (as of Fall 97)	15.0%	23.6%	27.3%	38.6%
Fall 1995 (as of Fall 98)	**	22.7%	**	36.6%
Fall 1996 (as of Fall 99)	**	25.4%	**	37.5%
Fall 1997 (as of Fall 00)	**	25.6%	**	42.2%

* Ranking excludes Fashion Institute of Technology
** Data not available at this time.

III. INTERPRETATION

JCC has achieved the standards.

Data Source: SUNY Office of Academic Planning, Policy and Evaluation: Student Right to Know Disclosure

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EFFECTIVENESS OF COLLEGE EXPERIENCE

INDICATOR: GENERAL EDUCATION OUTCOMES

I. STANDARD

JCC students will score at or above the average of the community college comparison group on the CCSEQ (Community College Student Experience Questionnaire) questions used to monitor our core outcomes.

II. RESULTS

PERCENT OF FULL-TIME STUDENTS RESPONDING "QUITE A BIT" AND "VERY MUCH" ON THE CCSEQ SCALE OF "VERY LITTLE", "SOME", "QUITE A BIT", AND "VERY MUCH"

I have gained or made progress in ...	CCSEQ Comparison	JCC Fall 1990	JCC Spring 1998
Communication skills	48%	55%	63%
Critical thinking skills	39%	48%	52%
Lifelong learning	61%	72%	81%
Computational skills	40%	51%	56%
Information technology skills	39%	52%	72%
Global and ethnic understanding	30%	32%	27%
Aesthetic understanding	27%	32%	30%
Interpersonal and teamwork skills	49%	56%	59%

III. INTERPRETATION

JCC has achieved the standards in all areas except one, the "global and ethnic understanding" outcome.

Data Sources: JCC Office of Institutional Research
Fall 1990 and Spring 1998 full-time student responses to the "Community College Student Experiences Questionnaire" (CCSEQ) University of Memphis, Center for the Study of Higher Education

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EFFECTIVENESS OF COLLEGE EXPERIENCE

INDICATOR: STUDENT SATISFACTION WITH COLLEGE OUTCOMES

I. STANDARD

Current students will rank JCC in the top five of SUNY community colleges.

II. RESULTS

SUNY COMMUNITY COLLEGE COMPARISON

My educational experiences at JCC...	1997 JCC current students Rank out of 25	2000 Rank out of 30
Contributed to intellectual growth	1	1
Contributed to personal growth	2	5
Contributed to social growth	5	6
Contributed to physical health, wellness and lifelong fitness	*	3
Prepared me for academic study	1	3
Prepared me for a career	2	4
Prepared me for life long learning	2	2
I would choose to attend this college again	3	3
Overall impression of this college	2	2

* New question for Spring 2000 Student Opinion Survey.

III. INTERPRETATION

JCC has achieved the standards in all areas except one, the "contributed to social growth" outcome.

Data Source: Spring 2000 ACT/SUNY Student Opinion Survey

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EFFECTIVENESS OF COLLEGE EXPERIENCE

INDICATOR: ALUMNI SATISFACTION WITH COLLEGE OUTCOMES

I. STANDARDS

The alumni will rank JCC in the top five of SUNY community colleges.

II. RESULTS

SUNY COMMUNITY COLLEGE COMPARISON

My educational experiences at JCC...	JCC '91 & '94 Alumni Rank out of 30
Contributed to intellectual growth	2
Contributed to personal growth	2
Contributed to social growth	4
Prepared me for academic study	3
Prepared me for a career	8
Prepared me for life long learning	3
I would choose to attend this college again	4
Overall impression of this college	8

III. INTERPRETATION

JCC has achieved the standards in all areas except "prepared me for a career" and "overall impression of this college."

Data Source: 1999 SUNY Alumni Outcomes Survey of 1991 and 1994 Alumni

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CREDIT STUDENT POST-GRADUATION SATISFACTION AND SUCCESS

INDICATOR: GRADUATE EMPLOYMENT/CONTINUING EDUCATION

I. STANDARD

At least 90% of graduates will be employed full-time or continuing their full-time education within 6 months of graduation.

II. RESULTS

GRADUATE PLACEMENT RATE

Year	Standard	Number of Graduate Respondents	Number Employed Full-Time or Continuing Education	Percent
1995-1996	90%	458	400	87%
1996-1997	90%	350	321	92%
1997-1998	90%	322	296	92%
1998-1999	90%	329	318	97%
1999-2000	90%	315	315	100%

III. INTERPRETATION

JCC has achieved the standard.

Data Sources: JCC Graduate Follow-up Surveys
Office of Institutional Research

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CREDIT STUDENT POST-GRADUATION SATISFACTION AND SUCCESS

INDICATOR: GRADUATES CONTINUING EDUCATION

I. STANDARD

At least 95% of graduates continuing their education full-time will report JCC prepared them for continuing their education.

II. RESULTS

GRADUATE PREPARATION RATE

Year	Standard	Percent JCC Prepared Them
1995-1996	95%	99%
1996-1997	95%	97%
1997-1998	95%	97%
1998-1999	95%	97%
1999-2000	95%	97%

III. INTERPRETATION

JCC has acheived the standard.

Data Sources: JCC Graduate Follow-up Studies
Office of Institutional Research

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CREDIT STUDENT POST-GRADUATION SATISFACTION AND SUCCESS

INDICATOR: GRADUATE PERSISTENCE AT A SUNY SENIOR INSTITUTION

I. STANDARD

Graduates of JCC who enter a SUNY senior institution full-time will persist to the next year at or above the average for all SUNY community college graduates.

II. RESULTS

COMMUNITY COLLEGE GRADUATES ENTERING A SUNY SENIOR INSTITUTION

Students transfer in the...	SUNY CC Average	Students who persist in the...	JCC
Fall 1995	73.73%	Fall 1996	82.63%
Fall 1996	73.97%	Fall 1997	73.06%
Fall 1997	73.02%	Fall 1998	74.80%
Fall 1998	71.24%	Fall 1999	75.48%
Fall 1999	74.26%	Fall 2000	70.39%

III. INTERPRETATION

JCC has not achieved the standard.

Data Source: SUNY Central Administration Office of Institutional Research and Analysis
Persistence of Transfer Students 05/09/01

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CREDIT STUDENT POST-GRADUATION SATISFACTION AND SUCCESS

INDICATOR: GRADUATE EMPLOYMENT/DEGREE RELATED OCCUPATION

I. STANDARD

85% of JCC's career program graduate respondents (A.A.S. & certificates) will report they are working full-time in an occupation related to their degree program.

II. RESULTS

OCCUPATION RELATED TO PROGRAM

Year	Standard	% in Occupation Related to Program
1994-1995	85%	84%
1995-1996	85%	89%
1996-1997	85%	82%
1997-1998	85%	86%
1998-1999	85%	76%
1999-2000	85%	63%

III. INTERPRETATION

JCC has not achieved the standard.

Data Sources: JCC Graduate Follow-up Surveys
Office of Institutional Research

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CREDIT STUDENT POST-GRADUATION SATISFACTION AND SUCCESS

INDICATOR: GRADUATE EMPLOYMENT/PREPARED FOR OCCUPATION

I. STANDARD

95% of graduates working full-time in an occupation related to their JCC program indicate JCC prepared them for the occupation.

II. RESULTS

PREPARED FOR OCCUPATION

Year	Standard	% Prepared for Occupation
1995-1996	95%	98%
1996-1997	95%	98%
1997-1998	95%	95%
1998-1999	95%	95%
1999-2000	95%	95%

III. INTERPRETATION

JCC has achieved the standard.

Data Sources: JCC Graduate Follow-up Surveys
Office of Institutional Research

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SATISFACTION WITH SERVICES, ENVIRONMENT/CLIMATE, AND FACILITIES

INDICATOR: STUDENT SATISFACTION WITH COLLEGE SERVICES

I. STANDARDS

- Students will rate JCC's services above the state average for community colleges in the following areas. Rating is on a 5 point scale.
- Students will rank JCC's services in the top five of SUNY community colleges in the following areas.

II. RESULTS

SUNY COMMUNITY COLLEGE COMPARISON

College Services	1997			2000		
	SUNY Community Colleges	JCC	JCC Rank out of 25	SUNY Community Colleges	JCC	Rank out of 30
Access to computing services and facilities	3.64	3.99	1	3.76	4.14	2
Academic advising services	3.54	3.82	2	3.51	3.81	1
Career planning & placement services	3.35	3.49	5	3.36	3.48	4
Financial aid services	3.49	3.59	7	3.51	3.71	5
Library services	3.82	3.87	10	3.82	3.88	13
Student union/campus center	3.26	3.51	1	3.25	3.56	1
Campus response to the needs of disabled students	3.46	3.65	3	3.43	3.63	1

III. INTERPRETATION

- JCC has achieved the first standard.
- JCC has achieved the standard in all areas except "library services."

Data Sources: Spring 1997 and 2000 ACT/SUNY Student Opinion Surveys

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SATISFACTION WITH SERVICES, ENVIRONMENT/CLIMATE, AND FACILITIES

INDICATOR: STUDENT SATISFACTION WITH COLLEGE ENVIRONMENT/CLIMATE

I. STANDARDS

- Students will rate JCC above the state average for community colleges in the following areas.
- Students will rank JCC in the top five of SUNY community colleges in the following areas.

II. RESULTS

SUNY COMMUNITY COLLEGE COMPARISON

College Environment/Climate	1997			2000		
	SUNY Community Colleges	JCC	Rank out of 25 SUNY	SUNY Community Colleges	JCC	Rank out of 30 SUNY
Quality of instruction	3.83	4.04	2	3.85	4.08	2
Availability of advisor	3.62	3.85	1	3.61	3.99	1
Value of information given	3.63	3.90	1	3.62	3.94	1
Accuracy of information received before student entered the college	3.61	3.68	7	3.59	3.85	1
Availability of courses when you want them at the time you want them	3.29	3.35	7	3.26	3.52	1
Purposes for which student activity fees are used	2.96	3.31	1	3.03	3.39	1
This college in general	3.84	4.02	4	3.83	4.11	1

III. INTERPRETATION

JCC has achieved the standards.

Data Sources: Spring 1997 and 2000 ACT/SUNY Student Opinion Surveys
ACT/SUNY Student Opinion Survey Administered every three years.

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SATISFACTION WITH SERVICES, ENVIRONMENT/CLIMATE, AND FACILITIES

INDICATOR: STUDENT SATISFACTION WITH COLLEGE FACILITIES

I. STANDARDS

- Students will rate JCC's facilities above the state average for community colleges.
- Students will rank JCC's facilities in the top five of SUNY community colleges in the following areas.

II. RESULTS

SUNY COMMUNITY COLLEGE COMPARISON

College Facilities	1997			2000		
	SUNY Community Colleges	JCC	Rank out of 25	SUNY Community Colleges	JCC	Rank out of 30
Science laboratories	3.51	3.75	1	3.51	3.57	9
Computing laboratories	3.60	3.96	1	3.68	4.00	2
Athletic facilities	3.49	3.75	2	3.40	3.71	3
Classroom facilities	3.63	3.87	3	3.59	3.84	2
Study areas	3.61	3.81	3	3.65	3.77	8
Library facilities	3.84	3.87	11	3.83	3.89	10
Parking facilities	2.79	2.86	11	2.70	2.82	12
General condition of buildings and grounds	3.72	4.00	5	3.68	3.92	7

III. INTERPRETATION

- JCC has achieved the first standard.
- JCC's science laboratories, study areas, library facilities, parking facilities, and the general condition of buildings and grounds do not meet the second standard. The Cattaraugus Campus building project will enhance its facilities.

Data Sources: Spring 1997 and 2000 ACT/SUNY Student Opinion Surveys

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EFFECTIVE RESOURCE MANAGEMENT

INDICATOR: NET OPERATING COSTS PER FTE

I. STANDARD

JCC's net operating costs per FTE will be at or below the SUNY average for community colleges.

II. RESULTS

NET OPERATING COSTS PER FTE

Fiscal Year	SUNY C.C. Average	JCC
1995-1996	$6,065	$6,083
1996-1997	$6,300	$6,119
1997-1998	$6,426	$6,255
1998-1999	$6,685	$6,126
1999-2000	$6,821	$6,277

III. INTERPRETATION

JCC has achieved the standard.

Data Sources: SUNY Annual Report Summaries (1995/96 through 1999/00)
JCC Office of the Controller

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EFFECTIVE RESOURCE MANAGEMENT

INDICATOR: GRANT REVENUES

I. STANDARD

JCC's federal, state, and local grant revenues will constitute at least 5% of total revenues each year.

II. RESULTS

TOTAL GRANTS AS A PERCENTAGE OF GROSS OPERATING REVENUES

Fiscal Year	Standard	% of Gross Operating Revenue
1996-1997	5%	5.1%
1997-1998	5%	5.4%
1998-1999	5%	5.7%
1999-2000	5%	7.9%
2000-2001	5%	6.9%

III. INTERPRETATION

JCC has achieved the standard.

Data Source: JCC Office of the Controller

Rev. 01/28/02

SUPPORTIVE LEARNING ENVIRONMENTS

INDICATOR: STUDENT SATISFACTION WITH LEARNING ENVIRONMENT

I. STANDARDS

- Students will rate JCC's services above the state average for community colleges in the following areas. Rating is on a 5 point scale.
- Students will rank JCC's services in the top five of SUNY community colleges in the following areas.

II. RESULTS

SUNY COMMUNITY COLLEGE COMPARISON

Learning Environment	1997			2000		
	SUNY Community Colleges	JCC	JCC Rank out of 25	SUNY Community Colleges	JCC	Rank out of 30
Faculty respect for students	3.83	4.02	1	3.83	4.13	1
Concern for you as an individual	3.43	3.66	1	3.41	3.66	3
Sense of belonging on campus	3.48	3.62	5	3.46	3.71	2
Campus atmosphere of ethical, political and religious understanding	3.47	3.61	6	3.5	3.64	3

III. INTERPRETATION

- JCC has achieved the standards.

Data Sources: Spring 1997 and 2000 ACT/SUNY Student Opinion Surveys

Rev. 3/20/01

NON-CREDIT CONTINUING EDUCATION

INDICATOR: CONTRACT TRAINING – RETURNING EMPLOYERS

I. STANDARD

At least 65% of employers using our contract training services will return within two years to seek additional services.

II. RESULTS

CONTRACT TRAINING – RETURNING EMPLOYERS

Year	Standard	% Returning
1997-1998	65%	71%
1998-1999	65%	78.7%

III. INTERPRETATION

JCC has achieved the standard.

Data Source: JCC Center for Continuing Education

Rev. 01/28/02

NON-CREDIT CONTINUING EDUCATION

INDICATOR: INDIVIDUALS RETURNING FOR ADDITIONAL COURSES

I. STANDARD

At least 25% of individuals who take community (non-credit) courses will return to take an additional course within one year.

II. RESULTS

INDIVIDUALS RETURNING FOR ADDITIONAL COURSES

Semester	Standard	% Returning
Fall 1998	25%	44.17%
Spring 1999	25%	34.83%
Summer 1999	25%	36.59%
Fall 1999	25%	30.12%
Spring 2000	25%	30.16%
Summer 2000	25%	34.63%
Fall 2001	25%	30.13%

III. INTERPRETATION

JCC has achieved the standard.

Data Source: JCC Center for Continuing Education

Rev. 01/28/02

NON-CREDIT CONTINUING EDUCATION

INDICATOR: EMPLOYER SATISFACTION

I. STANDARD

At least 90% of employers surveyed will indicate we have met or exceeded the learning objectives jointly established for their training program.

II. RESULTS

EMPLOYER SATISFACTION

Year	Standard	% Satisfied
1999-2000	90%	96.7%
2000-2001	90%	98.7%

III. INTERPRETATION

JCC has achieved the standard.

Data Source: JCC Center for Continuing Education

Rev. 01/28/02

NON-CREDIT CONTINUING EDUCATION

INDICATOR: STUDENT SATISFACTION

I. STANDARD

At least 90% of the students surveyed will indicate that we have met or exceeded the learning objectives established for the course.

II. RESULTS

STUDENT SATISFACTION

Year	Standard	% Satisfied
1999-2000	90%	99.1%
2000-2001	90%	98.7%

III. INTERPRETATION

JCC has achieved the standard.

Data Source: JCC Center for Continuing Education

Rev. 01/28/02

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